

## **DHS SFY 2010 Pooled Technology (ROI) Project Applications**

DHS has submitted four Pooled Technology (ROI) applications for funding Information Technology (IT) projects for SFY 2010. The total amount of funds requested is \$1,276,184. The actual amount (if any) received for each of the projects is based on the ranking of the projects by the Technology Governance Board and the availability of funds provided by the legislature. Historically, all projects have received some funding, with some lower ranking projects receiving reduced amounts. Of the 28 total project requests, DHS projects are currently ranked #4, #12, #14 and #16. However, the final ranking is not yet complete. Past history would indicate only one of these projects will likely receive some level of funding.

Following is a brief description of each of the projects.

### **Child Support Electronic Data-filing Project**

**Amount of Funding Requested: \$ 237,184**

**Current Rank: #4**

#### **Project Description**

This request creates efficiencies by utilizing electronic court documents, thereby automating the exchange of documents between CSRU and Judicial. This project will maximize the amount of data that can be automatically uploaded to Judicial's IT system.

CSRU and Judicial representatives are brainstorming functionality, workflow, security, and outreach issues. This process will produce a thorough project plan that will be demonstrated in the Spring of 2009 with the implementation of the pilot trials of Judicial's EDMS (Electronic Data Management System) in two counties.

### **DHS Appeals Process Automation**

**Amount of Funding Requested: \$125,000**

**Current Rank: #12**

#### **Project Description:**

The project to automate the Appeals process is underway. A project manager has been hired and a business plan is being prepared that will identify in more detail, hardware, software, and training requirements for the new system. Additional funding will be needed to ensure that process will adequately address the need for additional electronic document management programming and workflow processing integration. DHS, DIA, and the Attorney General's Office will all be recipients of this program.

## **DHS Imaging and Workflow Management System**

**Amount of Funding Requested: \$ 350,000**

**Current Rank: #14**

### **Project Description:**

A DHS strategic goal is to simplify eligibility determination for Medicaid, FIP, Child Care and Food Assistance. DHS' ongoing commitment to improving food stamp participation the past four years has resulted in a 51.4% increase in participation (81,258 more persons) each month.

The department is in the planning stages to create a system called the Imaging and Work Flow Management System. The Imaging and Work Flow Management System will provide flexibility and improved customer service, worker efficiency and payment accuracy. This system will enable eligibility workers in other areas of the state to determine eligibility without requiring the applicant or the worker to travel to complete a program application. It will also allow casework to be completed more efficiently (elimination of paper / technology queues up work); allow for work to be processed from multiple points and will allow for specialization.

## **IABC Technology Enhancement**

**Amount of Funding Requested: \$ 564,000**

**Current Rank: #16**

### **Project Description:**

The IABC System (Iowa Automated Benefits Calculation) is responsible for determining eligibility and issuing benefits for income maintenance programs in DHS. These include Food Assistance, TANF, and Medicaid. The system currently maintains information for approximately 500,000 individual citizens.

The purpose of this application is to request funding for Phase III of a multi-phase project to modernize the system. This phase of the project will modify the current user interface to be web based, move the business rules into the rules engine, move the data to the relational tool, implement the existing data transfer jobs as services (consumers/providers) in a Service Oriented Architecture, and create the potential to expose our data through services in a SOA environment. This final phase is where the user experience will realize the full potential of the changes and bring the savings of all three phases.